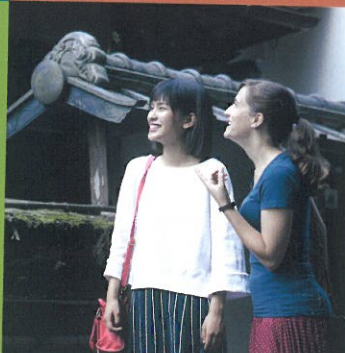




# English for best HOSPITALITY

## Talking to visitors to JAPAN

Masumi Takeuchi



EHOSHIA



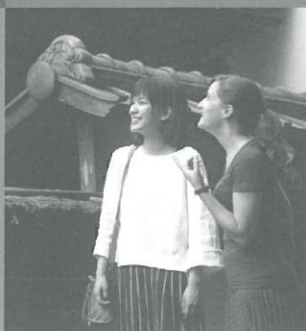




# English for best HOSPITALITY

## Talking to visitors to JAPAN

Masumi Takeuchi



EIHŌSHA

(例) 1-3 ～ 1-5 は音声のトラックナンバーを示しています。

## は じ め に

English for best HOSPITALITY は学習者が訪日外国人と出会いの場面で英語を聞き、伝えたいことを的確かつ丁寧に伝えることができるようになることを目標としています。

2012 年に 800 万人余りだった訪日外国人数が 2016 年には 2,400 万人に増加し、当初の政府目標は前倒しで達成されました。政府はさらに 2030 年に 6000 万人規模とすることを目標に掲げて観光政策を成長戦略の目玉として取り組んでいます。都市部や観光地には街中に外国人があふれ、住宅地までも散策する訪日外国人が散見されるようになりました。これらの光景は日本社会に急速な変化が訪れていることを示しています。歴史的、地理的条件により人の往来が限られていた日本において、英語は一部の人が使う道具でした。しかし今日では、日常生活においても英語母語話者や非母語話者によって話される英語を頻繁に耳にするようになりました。英語が教室で、または受験のためだけの学習対象であった学生たちもサービス業のアルバイト先や街角で英語に触れる機会が増加し、意識の変化が感じられます。例えば「先生、店内に飲み物を持ち込まないで、って英語で何というの？」というような英語表現に関する質問も増してきました。

English for best HOSPITALITY はサービス産業に従事する、あるいは従事する予定の学習者に限ったテキストではありません。将来いかなる業界に従事しても海外からの訪問者との接触は多くの人に到来することでしょう。海外からの同僚、海外からの顧客などと接する機会はこの学習者にも訪れると筆者は考えております。

学習者たちには、簡単な英語表現で世界と繋がることができ、世界の人々を喜ばせることができる、ということを実感してもらいたいと思います。そして自分たちが世界の一員であり、世界のどこでも生きていくことができるという自信の一助になれば幸いです。

本書の刊行にあたりましては、英宝社編集部の下村氏と校正を担当してくださった David Pinsker 氏には大変お世話になりました。数々のご助言に心より感謝申し上げます。

2017 年 11 月

竹内真澄

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# Unit 1

## I have a part-time job at a café —Talking about jobs—

### Warm up

How do you say this in English?

学生なので働いていません。

### Vocabulary and expression match

Match these English words with the Japanese below.

1-2

- |             |                   |
|-------------|-------------------|
| 1. client   | 2. cashier        |
| 3. delivery | 4. characteristic |
| 5. retail   | 6. career         |
| 7. beverage | 8. admiration     |

職業、仕事	小売り	レジ係	飲み物	感嘆
特色	配達、配送	(店の) 顧客		

### Listening

A. Listen to the dialogues at the slow speed. In which industry do the people work?

1-3 ~ 1-5

**Dialogue 1.** hotel    fashion    transportation

**Dialogue 2.** retail    food    hotel

**Dialogue 3.** hotel    transport    retail

B. Listen again at the slow speed and choose True/False/Unknown.

1-3 ~ 1-5

**Dialogue 1.** The person lives far from the work place.

True	False	Unknown
------	-------	---------

**Dialogue 2.** The person works day and night.

True	False	Unknown
------	-------	---------

**Dialogue 3.** The person's customers are only from overseas.

True	False	Unknown
------	-------	---------

C. Listen to the same dialogues at the natural speed this time and fill the brackets.

1-6 ~ 1-8

**Dialogue 1.**

**A:** What do you do?

**B:** I'm (① ) and server. I work at a Japanese style inn.

**A:** Oh, really?

**B:** Yes. I receive (② ) from all over the world. I also work as a server at the inn's restaurant.

**A:** Do you usually work long hours?

**B:** Yes. I work from 6:00 a.m. to 10:00 a.m. and from 2:30 to about 9:00 p.m., five days a week.

**A:** Do you live near the work place?

**B:** Yes, I do. It's only a 15-minute (③ ).

**note** Japanese style inn: 旅館

**Dialogue 2.**

**A:** Do you work?

**B:** Yes. I (① ) at a tempura restaurant.

**A:** What do you do there?

**B:** I prepare and serve. I cut the vegetables and fish before the opening, then serve customers.

**A:** How many hours do you work?

**B:** I usually work (② ).

**A:** Do you like your job?

**B:** Yes. I enjoy talking about food with (③ ).

**A:** Do you have much knowledge about food?

**B:** Not really. But I study it every day.

**Dialogue 3.**

**A:** You are (① ), aren't you?

**B:** Yes, I am. I sell Japanese (② ) such as key chains with traditional figures and snacks.

**A:** Snacks?

**B:** Yes. Cookies covered with green tea chocolate are quite popular.

**A:** Who are the main customers?

**B:** We have many customers from Asian countries, but we also have many from the US, Australia, and Europe.

**A:** Do you speak any other language besides English?

**B:** I'm studying (③ ).



## Let's speak!

Practice the dialogue 1 to 3 with your partner. Then make more dialogues by using the following information in the brackets or your idea.

**Dialogue 1.** ① a front clerk                      ② tourists                      ③ walk

**Dialogue 2.** ① have a part-time job   ② from 11:00 a.m. to 3:00 p.m.   ③ clients

**Dialogue 3.** ① a shop assistant                      ② products                      ③ Korean

## Key expressions for interaction

Fill in the blanks. Then practice with your partner. Take turns.

Student A	Student B
(1) Does he work?	Yes. He ..... a gardener.
(2) What do you do?	I ..... for a delivery company.
(3) What does she do?	She ..... a travel agent.
(4) What is her occupation?	She ..... a police officer.
(5) What industry do you work in?	I ..... in the technology industry.
(6) What is her profession?	She ..... a children's nurse.

**note** children's nurse: 保育士

### How to say it

<あいづちを打つとき>

ah

huh

oh

uh-huh

Oh, really?

Is that right?

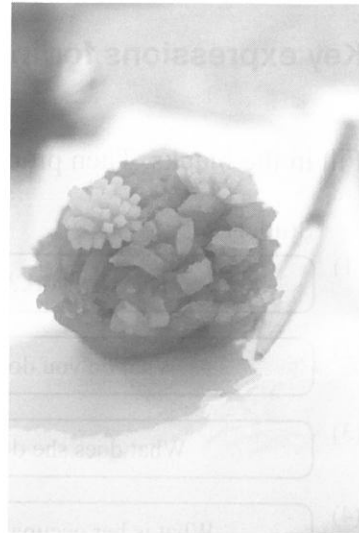
Oh, you did?

## イントネーション

英語はイントネーションが多様な言語です。イントネーションとは声の高低や強弱のことで、メロディーのようなものです。イントネーションが異なればわかりにくく、誤解されることがあります。大げさすぎるくらいに発音することが大切です。

〈注意〉 yes/no 疑問文では語尾は上昇して終わり、WH 疑問文では通常、語尾は下降して終わります。また、平叙文でも語尾を上昇させることにより疑問文にすることができます。以下の文を、音声を聞き、何度も練習しましょう。

- (1) Do you work?
- (2) Is your mother a manager?
- (3) What do you do?
- (4) What is your job?
- (5) Where do you work?
- (6) You work as a receptionist?
- (7) They work at a restaurant?



## Reading

Read the following article and answer the questions in English.

1-10

## A Japanese pastry worker

Hanako's Japanese sweets-making started at the age of 24, when she joined her father's Wagashi factory in Gifu prefecture. She studied European textiles at college but gradually was attracted to Wagashi. Wagashi originated in China and was introduced to Japan more than a millennium ago, where it developed into an art form and a luxury product. Hanako especially likes to make Namagashi—fresh Japanese sweets—which became highly prized as the tea ceremony evolved in Japan. To her, Namagashi expresses elegance and the beautiful nature of Japan. She gets her inspiration for her original sweets from nature, making sketches and designs, then giving her special care to check every detail to make it more beautiful. Her hard work receives great admiration from the locals and tourists. However, she can't produce very many Namagashi because the work is so time-consuming, but when she sees a satisfied customer, she knows it was worth the effort.

**note** textile: 生地 time consuming: 時間のかかる evolve: 発展する

**Questions**

1. What does Hanako's father do?
2. Why does Hanako like to make Namagashi?
3. Where does she get her design ideas?

**Expansion activities**

Pair Work   Take turns.   Job descriptions   Time: 10 minutes

**Procedure**

1. Student A は Job descriptions 1. から 4. を、Student B は同じく 5. から 8. を暗唱しましょう。
2. Student A は Job descriptions 1. をテキストを見ずに Student B に言います。Student B はその職業名を英語で言います。
3. 同様に 4. まで続け、5. から 8. は Student A と Student B を交代しましょう。
4. 最後に自分、家族、友人等の job を説明し、パートナーはその職業を当てましょう。

(参照 **Appendix** p.81 職業)

**Example**

Student A: Betty helps doctors and takes care of people in the hospital.

Student B: She is a (            ).

**Job descriptions**

1. Betty helps doctors and takes care of people in the hospital.
2. Angela sells cars.
3. John deals with money at the department store.
4. Aileen receives guests at the hotel.
5. Tom has 25 pupils at the elementary school.
6. George bakes bread.
7. Miki serves at the restaurant.
8. Alice makes pastries.

このアクティビティから学習したこと、難しかったこと等を書きましょう。

## Unit 2

### Are there any areas for jogging? —Talking about places—

#### Warm up

How do you say this in English?

喫煙所はありますか。

#### Vocabulary and expression match

Match these English words with the Japanese below.

1-11

- |                  |                |
|------------------|----------------|
| 1. creature      | 2. facility    |
| 3. destination   | 4. exploration |
| 5. generally     | 6. construct   |
| 7. accommodation | 8. restriction |

施設	目的地	探検	生き物	…を組み立てる
ふつう、たいてい		制限、制約	宿泊設備・施設	

#### Listening

A. Listen to the dialogues at the slow speed. Where are the dialogues most likely taking place?

1-12 ~ 1-14

- |                    |                    |                  |                      |
|--------------------|--------------------|------------------|----------------------|
| <b>Dialogue 1.</b> | at the hotel       | at the bus stop  | at the swimming pool |
| <b>Dialogue 2.</b> | at the public park | on the street    | at the store         |
| <b>Dialogue 3.</b> | on the train       | at the cafeteria | at the park          |

B. Listen again at the slow speed and choose True/False/Unknown.

1-12 ~ 1-14

- |  |      |       |         |
|--|------|-------|---------|
| <b>Dialogue 1.</b> The host suggests the idea.               | True | False | Unknown |
| <b>Dialogue 2.</b> The tourist asks about sightseeing spots. | True | False | Unknown |
| <b>Dialogue 3.</b> Smoking is not allowed in the facility.   | True | False | Unknown |



C. Listen to the same dialogues at the natural speed this time and fill in the brackets.

1-15 ~ 1-17

**Dialogue 1.**

**A:** Is there something I need to know before going to hot springs?

**B:** Well, first of all, we don't wear (①) ) or anything here in Japan.

**A:** Oh, yeah? You wear nothing?

**B:** Actually, no towels, nothing.

**A:** Oh... well... I see.

**B:** And there are tattoos restrictions. People with any type of tattoos are not (②) ) allowed in.

**A:** Oh, I see. Anything else I should know?

**B:** Wash yourself before entering the bath.

**A:** Okay. That's how the water can be kept clean.

**B:** Yes. If you need help, let me know.(③) )!

**Dialogue 2.**

**A:** Are there good jogging areas?

**B:** Oh, sure. (①) ) is very popular among the jogging community.

**A:** Oh, yes? Sounds exciting.

**B:** There's a (②) ) loop.

**A:** Great. Is it very crowded?

**B:** Yes. But (③) ), there aren't many people.

**A:** I see. Thanks a lot.

**B:** Pleasure. By the way, would you like to buy these jogging shoes?

**note** loop: 環

**Dialogue 3.**

**A:** How may I help you?

**B:** Yeah, are there smoking areas?

**A:** I'm sorry, there aren't. (①) ) is non-smoking. But there is one outside (②) ).

**B:** Good. Where is it?

**A:** (③) ) and you can't miss it.

**B:** All right, thank you.

**A:** You are welcome.

## Let's speak!

Practice the dialogue 1 to 3 with your partner. Then make more dialogues by using the following information or you own idea in the brackets.

**Dialogue 1.** ① bathing suits      ② usually      ③ Enjoy the bath

**Dialogue 2.** ① the Osaka Castle Park      ② three point six-kilometer      ③ in the evening

**Dialogue 3.** ① The whole area      ② of the back door      ③ There're some ashtrays

## Key expressions for interaction

Fill in the blanks. Then practice each dialogue with a partner. Take turns.

### Student A

(1) ..... there many hotels near the station?

(2) ..... there an internet access in the room?

(3) ..... there a hip-hop band on this week?

(4) ..... there another train to Kumamoto?

(5) ..... there many people in line?

(6) ..... there highchairs in the cafe?

### Student B

No, there .....

Yes, there .....

No, there..... It's next Wednesday.

Yes. .... one in 30 minutes.

No, there ..... There are only a few people.

No, there .....

**note** highchair: 食事用の台付きのテーブルの高さに合わせた幼児用の椅子

### Write and say

#### < Vegetables 1 >

ごぼう、カボチャ、大根、にんじん  
玉ねぎ、ねぎ、じゃが芋

## Pronunciation tips

1-18

### 英語のリズム

英語は一語一語を区切ってすべて同様に発音するのではなく、強くゆっくり、はっきりと言う語と、弱く早く言う語が存在し、一定の強勢リズムがあります。文中の語はその重要性に従い強勢を持ちます。強勢を持つのは動詞、名詞、形容詞、副詞、疑問詞、不定代名詞等（内容語）であり、文法的な役割を果たす助動詞、冠詞、前置詞、接続詞、関係詞や人称代名詞等は弱く早く発音されます。内容語を聞き取るにより文の意味の概要は理解でき、それらを意識して発音することにより理解してもらいやすい英語になります。以下の文の音声を聞き、強勢に注意をして何度も練習しましょう。

- (1) She buys many gifts.
- (2) She is buying many gifts.
- (3) She has been buying many gifts for her friends.
- (4) She has been buying many gifts for her friends and her family.

## Reading

Read the following article and answer the questions in English.

1-19

### Hot springs in the world

There are interesting and characteristic hot springs in many countries around the world.

Japan is a home to a culture of hot springs. They are not only the most popular tourists' destination but have played an important role in the health of Japanese people for hundreds of years. One of the oldest hot springs in Japan is Dogo-Onsen in Matsuyama, Ehime prefecture, which is said to have healed god's illness in ancient times.

Deep sea hot springs were discovered in Deception Island, Antarctica, in 2010. The area has had a long history of exploration, sealing, whaling, aviation and scientific research since 1820. It is now also a tourist destination. Its water temperatures may rise and fall widely depending on circulation, but temperatures of over 70° C have been recorded. Though there is a chance to bathe with penguins, tourists should do so in a carefully chosen 'bathing area' where the hot water mixes with the cooler sea-water, and shoes or boots should be worn when entering to avoid burning one's feet.

Hungary is a land of more than 1,000 hot springs, and its capital Budapest has as many as 120 hot springs. The history dates back to the 16th or 17th

century. You may find people playing chess in the elegant and beautiful art nouveau style bath constructed in the early 19th century in the city.

Thus, “hot spring” means different things to different people. Some are wild without amenities and some are developed, some charge admission and some are free. It would be a good idea to know what system of hot spring you are visiting because it may be quite different what you are expecting.

参考 : [http://www.deceptionisland.aq/documents/deception\\_island\\_management\\_package.pdf](http://www.deceptionisland.aq/documents/deception_island_management_package.pdf)

**note** heal: 治療する sealing: アザラシ狩りをする aviation: 航空学 circulation: 循環  
art nouveau: 1800 年代にヨーロッパで流行した芸術やデザイン、建築のスタイル  
amenity: 便利、快適にするもの

### Questions

1. Which hot spring above is the oldest?
2. In which hot spring may we be able to bathe with other creatures?
3. In which hot spring will you see people playing games in the water?



@ Yamasha



## Expansion activities

Class Work

Numbers

Time: 10 minutes

### Procedure

1. 下記の番号から 16 個を選び下のマス目を埋めましょう。
2. インストラクターが言う数を書き取り、該当するマス目にバツを付けましょう。
3. 縦、横、あるいは斜めに 4 つバツが並んだ人が勝ちです。
4. 勝者はその数を英語で発表してください。


13, 30, 40, 14, 345, 354, 456, 500,  
 550, 565, 654, 645, 1,235, 1,325,  
 1,500, 1,550, 4250, 6270, 7,654,  
 11,000, 115,000, 1,000,000, 1,350,000  
 1,534,000

このアクティビティから学習したこと、難しかったことを書きましょう。

# Unit 3

## How may I assist you? —Welcoming guests—

### Warm up

How do you say this in English?

(店員がお客に) いらっしゃいませ。

### Vocabulary and expression match

Match these English words with the Japanese below.

1-20

- |                 |                |
|-----------------|----------------|
| 1. reservation  | 2. fill out    |
| 3. registration | 4. immigration |
| 5. including    | 6. browse      |
| 7. provide      | 8. float       |

…を与える	予約	登録	ぶらぶら見て歩く
…を含めて	浮かぶ	…に記入する	出入国管理

### Listening

A. Listen to the dialogues at the slow speed. Where are the dialogue most likely taking place?

1-21 ~ 1-23

- |                    |                   |                           |                 |
|--------------------|-------------------|---------------------------|-----------------|
| <b>Dialogue 1.</b> | at the photo shop | at the immigration office | at the hotel    |
| <b>Dialogue 2.</b> | at the café       | at the amusement park     | at the station  |
| <b>Dialogue 3.</b> | at the hotel      | at the store              | in the airplane |

B. Listen again at the slow speed and choose True/False/Unknown.

1-21 ~ 1-23

- |   |      |       |         |
|---|------|-------|---------|
| <b>Dialogue 1.</b> The tourist has a reservation. | True | False | Unknown |
| <b>Dialogue 2.</b> The facility offers good meal. | True | False | Unknown |
| <b>Dialogue 3.</b> The tourist has a family.      | True | False | Unknown |